

Summary of Advice: NDIS Provider and Worker Registration Taskforce

This is a summary of the NDIS Provider and Worker Registration Taskforce Advice. It includes the Taskforce's main recommendations. Visit the website to [read their full Advice](#).

Purpose of the Taskforce

The Government formed this Taskforce to get expert advice on designing and setting up a new regulatory model for NDIS providers and workers. This followed the [NDIS Review](#) which recommended in its Final Report that there should be 'a graduated risk-proportionate model' (the proposed model) for regulation (Recommendation 17).

The proposed model will make sure NDIS providers and workers have to pass certain checks to provide support to people with disability. This would be based on what types of supports they provide. The NDIS Review said this is needed to advance the quality and safety of supports and keep people safe in future.

The Taskforce [Terms of Reference](#) included giving expert advice on:

- Designing and setting up the new model to make sure it upholds the rights of people with disability to have choice and control
- A Provider Risk Framework (framework) that takes into account the risk of different types of supports and providers.
- Arrangements for platform providers and participants who directly employ their workers.

Engagement with community and stakeholders

The Taskforce held meetings and roundtable events to understand the impacts of the proposed model. They talked to:

- NDIS participants
- families and carers
- advocates
- large and small providers
- not-for-profit organisations
- sole providers
- microboards
- union representatives
- government agencies.



The Taskforce heard from more than 2,200 people from February to June 2024 through:

- 31 roundtables and webinars (with more than 1,200 people)
- more than 150 one-on-one and small group meetings (with more than 360 people)
- more than 700 submissions
- two regional trips.

They were also guided by five Advisory Working Groups (AWGs). The AWGs met regularly to talk about the important parts of the Provider and Worker Registration Scheme. The AWGs included experts in NDIS policy, worker's rights, the sector and people with lived experience.

What the Taskforce heard: Summary

In relation to the proposed model, the Taskforce heard:

- **the current provider registration system is not fit for purpose and needs to change;** we need a new way to manage registration
- **being able to see who is providing disability supports and services is important.** We can do this with a mixture of payment systems and registration
- **choice and control** is most important in making sure people with disability can manage their supports and it needs to feature in the framework
- **providers** need support to innovate. They need to be viable and continue delivering excellent services to people with disability
- **workers** are valued and must be safe at work. They need support to give high quality services to people with disability and have a say about a new registration scheme
- **registration and auditing** is based on the types of supports and the risks services and individuals face
- **it's important to recognise other forms of registration**, like what is already in place for many allied health professionals. However, these other forms of registration need to do more to improve the way providers' and workers' understand how to provide support to people with disability to improve quality of services.

The Taskforce heard concerns that mandatory registration for all NDIS providers would:

- **impact on choice and control** for NDIS participants unless the design includes the current ways their supports are managed
- be **costly or difficult** for providers, especially smaller providers. This could cause some providers to leave the NDIS market. If this occurs, this would reduce the number of providers in the NDIS and causes barriers to getting quality supports
- **hold back new ideas and different models of supports** that NDIS participants and their families are finding useful.

Recommendations from the Taskforce

The Taskforce has made 11 recommendations as well as 10 Implementation Actions for the Government to consider.

The Taskforce recommends:

1. **Not all providers should be registered.** Further consultation with the disability community and sector is needed on this. It is recommended that those who would **not** be registered would include, but are not limited to:
 - unregistered providers who support participants who are self-directed
 - goods bought off-the-shelf from mainstream providers. Showing proof of purchase should be enough to provide visibility of these services.
2. The National Disability Insurance Agency (NDIA) should **move to fully electronic payments** (this is Recommendation 10.3 of the NDIS Review). Being able to see payments is important.
3. **Registration should be based on risk.** This is about the types of supports being offered. The Taskforce recommends **4 types of registration**:
 - **Advanced Registration** - providers who offer high-risk supports and services in high-risk settings. This includes daily living supports in closed settings like group homes.
 - **General Registration** - providers who offer medium-risk supports like:
 - high intensity daily personal activities
 - supports that need extra skills and training like complex bowel care or injections
 - supports where there is a lot of one-on-one contact with people with disability.
 - **Self-Directed Support Registration** - participants, their guardian or legal representative who contract all of their supports directly. This includes through direct employment, Services for One and independent contractors.
 - **Basic Registration** - providers who offer lower-risk supports. For example, sole traders or supports where social and community participation involves limited one-on-one contact with people with disability.

There is a **5th category** where no registration is required - for goods bought from mainstream retailers. Visibility of these services and goods would be through purchasing arrangements.

4. **Platform providers should be registered.** For registration requirements, there is no difference between those operating in different environments. For example, in-person or online, in an organisation or alone (e.g. sole provider).
5. The NDIS Commission should have the right to enter Group Homes unannounced. **All providers of Supported Independent Living (SIL) and Home and Living supports should have Advanced Registration.** They would need to register immediately in the current system. This is because there is a greater risk of violence, abuse, neglect and exploitation in these services.

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6. The Taskforce wants to protect choice and control. They recommend ways to support **NDIS participants to register themselves for self-directed supports**. It includes:
 - having their support providers automatically registered and visible to the NDIS Commission.
 - putting self-directed supports in a new category. They would be reviewed and audited to make sure people are safe and have quality supports
 - people with a disability should co-design the registration and audit process.
 7. The Australian Government should **invest in peer support and capacity building programs**. This will help engagement in the NDIS regulatory framework. This would also include participants who self-direct their supports.
 8. **Improving and confirming Provider Obligations in the registration**. These focused on:
 - Code of Conduct
 - worker screening
 - complaints processes
 - incident reporting
 - practice standards
 - requirements for providers to have check-ins with the NDIS Commission
 - meaningful provider performance measures.
 9. **Provider processes** to make sure providers follow their obligations. This focuses on:
 - verifying providers
 - how providers use the Code of Conduct
 - having worker screening in place
 - requirements for audits
 - assessing suitability of providers and workers monitoring and compliance.
 10. A **Worker Registration Scheme** for all workers. The disability community and sector would suggest and co-design the definition of ‘worker’.
 11. **Practitioners** who already hold professional registration, have that **registration recognised**. This will reduce duplication and administration as professionals would only need to meet obligations that their professional registration doesn’t cover.

Implementation actions

There are also other actions recommended to make sure registration achieves quality and safety.

They include a focus on:

- expanding the core functions of the NDIS Commission
- having new legal frameworks for provider and worker registration
- a stronger complaints systems
- better monitoring and compliance.

The Taskforce also suggested an **Innovation Community of Practice and working groups**. This would support and grow quality and innovation within the NDIS, led by the NDIS Commission.